DETAILED ACTION

1.   This Office Action is responsive to communications filed on January 25, 2011.

Claims 9-17 have been cancelled, thus claims 1-8 remain pending in the application.

EXAMINER'S AMENDMENT

2.   An examiner's amendment to the record appears below. Should the changes

and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37

CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than

the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with

Attorney for Applicant, Jonathan W. Hallman on February 8, 2011.

The application has been amended as follows:

Claim 1: Insert the words "<u>wherein act (b) comprises:</u>

<u>emailing the system administrator regarding each email's pendency if an email's</u>

<u>pendency within the email spooler exceeds a normal pendency period from a time initially</u>

<u>received by the email spooler,</u>

<u>wherein the normal pendency period comprises a predefined time period including two</u>

<u>minutes from the time initially received by the email spooler.</u>" after the word "the undeliverable

email itself" in lines 22-23.

Thus claim 1 is read as follows:

1. An email method for an intranet web server, the email method comprising:

at the intranet web server, automatically generating email on behalf of an intranet user;

at the intranet web server, queuing the automatically-generated email in an email spooler;

at the intranet web server, sending the automatically-generated email to a mail server for delivery to an intended recipient via the Internet, the mail server interposed between the intranet web server and the Internet; and

at the intranet web server, if the automatically-generated email is returned from the mail server as undeliverable to the intended recipient the email method includes the acts of:

(a) fetching an email address for the intranet web server's system administrator;

(b) verifying normal operation of the email spooler by examining each email queued in the email spooler to determine the pendency of each email within the email spooler;

(c) emailing the system administrator regarding an abnormal operation if act (b) verifies that the email spooler is not operating normally;

(d) processing each undeliverable email to determine whether it was returned because of a problem with the email itself or because of a problem with the mail server;

(e) resending the undeliverable email to the intended recipient if act (d) determines that an undeliverable email was returned because of a problem with the mail server; and

(t) sending the undeliverable email to the originating intranet user if act (d) determines that an undeliverable email was returned because of a problem with the undeliverable email itself,

wherein act (b) comprises:

emailing the system administrator regarding each email's pendency if an email's pendency within the email spooler exceeds a normal pendency period from a time initially received by the email spooler,

wherein the normal pendency period comprises a predefined time period including two minutes from the time initially received by the email spooler.

Claim 5: Cancelled.

Allowable Subject Matter

3.   Claims 1-4 and 6-8 are allowed.

The following is an examiner's statement of reasons for allowance:

Claims are considered allowable when reading the claims none of the references of record alone or in combination, in light of the specification, disclose or suggest the combination limitations specified in the independent claims including (b) verifying normal operation of the email spooler by examining each email queued in the email spooler to determine the pendency of each email within the email spooler; (c) emailing the system administrator regarding an abnormal operation if act (b) verifies that the email spooler is not operating normally; wherein act (b) comprises: emailing the system administrator regarding each email's pendency if an email's pendency within the email spooler exceeds a normal pendency period from a time initially received by the email spooler, wherein the normal pendency period comprises a predefined time period including two minutes from the time initially received by the email spooler.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Van Kim T. Nguyen whose telephone number is 571-272-3073. The examiner can normally be reached on 8:00 AM - 4:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Rupal Dharia can be reached on 571-272-3880. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Rupal D. Dharia/   Van Kim T. Nguyen
Supervisory Patent Examiner, Art Unit 2456   Examiner
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